

TOLL-FREE TELEPHONE LINE APPROVAL POLICY

Entities receiving direct appropriations in the State's annual Budget Bill must adhere to the following policy:

1. No agency in the Executive Branch shall install or pay for a toll-free telephone line without the approval of the Director, Office of Management and Budget.
2. The Director, Office of Management and Budget shall approve the installation and/or payment of toll-free telephone lines only under the following circumstances.
 - (a) The line will have an extremely high volume of calls and will be appropriately advertised; and/or
 - (b) The line must be answered outside the Monday through Friday 7:30 a.m. – 6:00 p.m. normal working hours of Helpline and will be appropriately advertised; and/or
 - (c) The line will be primarily an emergency/crisis hotline and will be appropriately advertised; and/or
 - (d) The line is required by the Delaware Code and/or federal regulations or laws that cannot be superseded with the Helpline.